

**PARTICIPANT  
DISEASE MANAGEMENT  
SATISFACTION SURVEY  
2004**

## SURVEY ANALYSIS

The first Participant Disease Management (DM) Survey was conducted in 2004. The survey was mailed to participating enrollees for two DM clients in the Fall of 2004. The surveys to both adults and children were accompanied by a cover letter congratulating the individual for participating in the Healthy Together<sup>SM</sup> Program and requested the individual's assistance completing the survey. A due date of January 30, 2005 was requested and the letter was signed by both the Senior Medical Director and the Director of Evaluation and Quality Improvement.

Thirteen Survey questions were developed by a workgroup consisting of APS management in the areas of Quality Improvement, DM Operations, DM Training and the Informatics Division. The surveys were subsequently mailed to participants and enclosed with a pre-paid envelope for the returned survey. Surveys were sent to both adult participants and children (12 years of age and older in the asthma program). Parents of children under twelve years old who participated in the asthma program were mailed the surveys. An overall response rate for the survey was 50% for OGB participants and a 35% response rate for Mellon participants. Using a scale of 1-4, with very satisfied scoring a "4", responses were collected for a range of satisfaction. The average range of scores was 3.4 to 3.8 for both clients. The scoring levels of satisfaction were as follows: Very Satisfied = 4, Satisfied = 3, Dissatisfied = 2 and Very Dissatisfied = 1.

Survey questions addressed receipt and content satisfaction with newsletters and educational materials sent during the past year. Questions surveyed the satisfaction levels of the availability, knowledge, quality of information received and assistance of a Health Coach. Participants were also surveyed about their overall satisfaction with the quality of the Healthy Together<sup>SM</sup> Program.

Table 1 - Survey Responses for Adults and Children

<b>ADULTS</b>	<b>Client 1</b>	<b>Client 2</b>	<b>Total</b>
# Sent	759	153	912
# Returned	378	54	432
Response Rate	50%	35%	

<b>CHILDREN</b>	<b>Client 1</b>	<b>Client 2</b>	<b>Total</b>
# Sent	4	22	26
# Returned	4	7	11
Response Rate	100%	32%	

Table 2 – Actual Results of Survey

**Healthy Together Disease Management Satisfaction Survey**

**Q1**

Have you/your child received one of our newsletters or educational mailings within the past year?

	NO	YES
Client 1	40	290
Client 2	7	44
Total	47	334

**Q1A**

How satisfied are you with the educational materials that you/your child got in the mail?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Average Score*
Client 1	168	146	3	1	3.5
Client 2	24	28	0	1	3.4
Total	192	174	3	2	3.5

**Q1B**

How satisfied are you with the newsletters that you/your child got in the mail?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Average Score*
Client 1	137	132	0	2	3.5
Client 2	20	26	0	1	3.4
Total	157	158	0	3	3.5

**Q2**

Have you/your child been contacted by one of our Health Coaches within the past year?

	NO	YES
Client 1	20	297
Client 2	5	44
Total	25	341

**Q2A**

How satisfied are you the availability of you/your child's Health Coach?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Average Score*
Client 1	215	109	4	2	3.6
Client 2	24	23	1	0	3.5
Total	239	132	5	2	3.6

**Q2B**

How satisfied are you with you/your child's Health Coach's ability to make you feel at ease during phone calls?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Average Score*
Client 1	241	85	3	1	3.7
Client 2	29	18	1	0	3.6
Total	270	103	4	1	3.7

**Q2C**

How satisfied are you with the knowledge about you/your child's Health Coach had about you/your child's condition?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Average Score*
Mellon	215	106	6	2	3.6
OGB	25	21	1	0	3.5
Total	240	127	7	2	3.6

**Q2D**

How satisfied are you with the information you/your child's Health Coach gave you over the phone?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Average Score*
Client 1	219	101	5	2	3.6
Client 2	24	21	1	0	3.5
Total	243	122	6	2	3.6

**Q3**

Have you/your child been given a Health Buddy device as part of the Healthy Together program?

	NO	YES
Client 1	216	112
Client 2	48	3
Total	264	115

**Q3A**

How satisfied are you/is your child with how easy is the Health Buddy to use?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Average Score*
Client 1	86	29	4	4	3.6
Client 2	3	3	0	0	3.5
Total	89	32	4	4	3.6

**Q3B**

How satisfied are you/is your child with how helpful is the Health Buddy for taking care of your/your child's condition?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Average Score*
Client 1	80	35	4	5	3.5
Client 2	5	1	0	0	3.8
Total	85	36	4	5	3.5

**Q4A**

Thinking about you/your child's experience with the Health Together program this past year, how satisfied are you/is your child with the overall quality of our Healthy Together Disease Management Program?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Average Score*
Client 1	175	137	13	5	3.5
Client 2	22	27	1	1	3.4
Total	197	164	14	6	3.4

**Q4B**

Thinking about you/your child's experience with the Health Together program this past year, how satisfied are you/is your child with how helpful is the Health Together program for taking care of your/your child's condition?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Average Score*
Client 1	164	131	11	5	3.5
Client 2	21	24	2	1	3.4
Total	185	155	13	6	3.4

**\*Average Score based on**

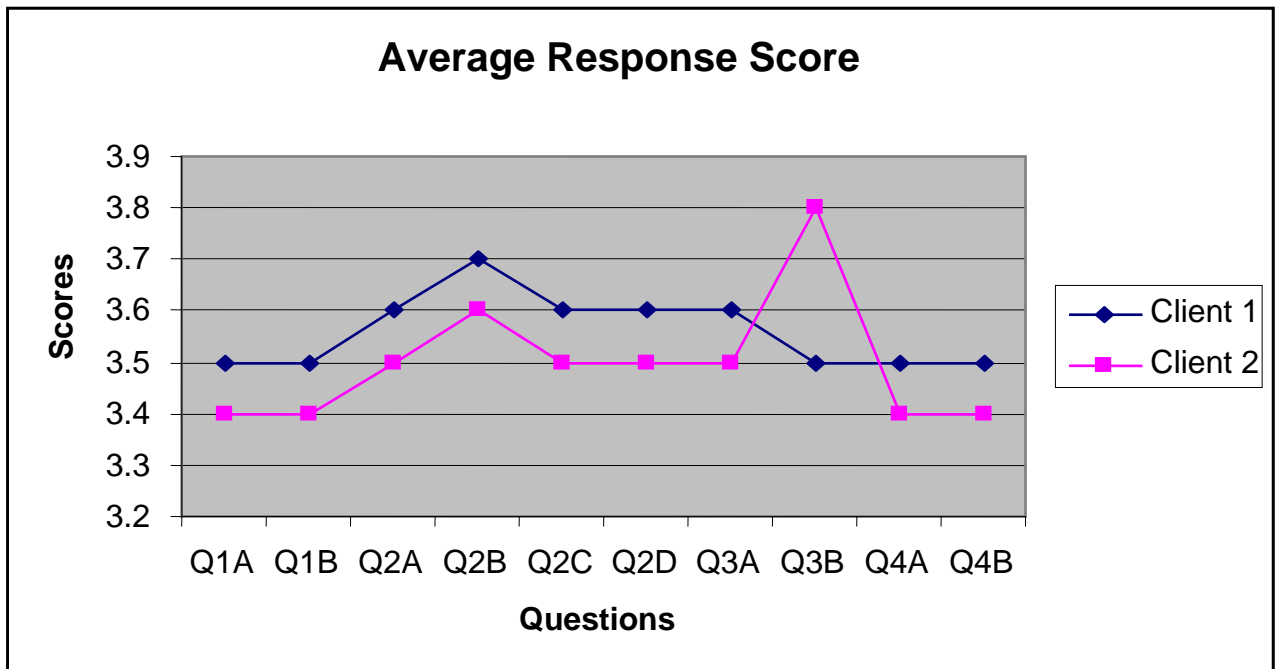
Very Satisfied = 4

Satisfied = 3

Dissatisfied = 2

Very Dissatisfied = 1

Chart 1 – Graph of the Average Response Score



Ten questions were scored using the following ranking:

Very Satisfied	4
Satisfied	3
Dissatisfied	2
Very Dissatisfied	1

Examining Chart 1 above reflects a similar pattern of satisfaction for both clients. It is important to note that the sample sizes for both clients were significantly different which will contribute to the satisfaction score variances. Eighty-one percent of the surveys were from Client 1 whereas the remainders of surveys were from Client 2. Question 3B addresses the helpfulness of the Health Buddy for the participant's condition; and Client

2 had a total of 6 responses whereas Client 1 had 130 responses. This contributes to the skewing of the data in the graph.

### **Question Analysis**

Question 1 addressed receipt and satisfaction of the newsletters and educational mailings sent within the past year. Two follow-up questions addressed the satisfaction of each mailing type: newsletters and educational mailings. Of those participants surveyed, 87% responded that they did receive one of the mailings.

#### Recommendation:

Determine why 13% did not receive a mailing. Incorrect eligibility information, or mail delivery problems or some unknown factor could be contributory to non-receipt.

Question 1A and 1B addressed the satisfaction levels for the two types of mailings (newsletters and educational materials) sent to participants. Of the surveyed responses, 366 responded satisfied/very satisfied with the educational materials or a 3.5 satisfaction score. Five respondents were dissatisfied/very dissatisfied with the educational materials.

A total of 315 respondents were satisfied/very satisfied with the newsletters received during the past year or a 3.5 satisfaction score. Three respondents expressed that they were very dissatisfied with the newsletters.

#### Recommendation for Question 1 series:

Evaluate the newsletter content to determine if it meets the needs adequately for both adults and children, since there are not two separate newsletters for each group. The surveys were also coded for each DM program, thus, the program-specific newsletter could be determined for the responses of those who were dissatisfied.

Question 2 and 4 related to follow-up questions that addressed satisfaction with the Health Coaches. The lead question for this group asked if there had been contact from one of the Health Coaches within the past year. Of those surveyed, 366 or 94% had been contacted by a Health Coach. Of the contacted 94%, 98% were very satisfied/ satisfied of the availability of a Health Coach. Seven (7) responded and expressed dissatisfaction with the availability of a Health Coach.

A follow-up question sought an indication of satisfaction about the Health Coach's ability to make one feel at ease during phone calls. Again, of the 94% who had been contacted, almost 99% of the respondents felt comfortable during calls with the Health Coach. Five respondents expressed dissatisfaction regarding the comfort level discussing with the Health Coach. An average satisfaction score of 3.7 was attained.

Another follow-up question sought an indication of satisfaction about the knowledge level of the Health Coach. Again, of the 94% who had been contacted, nearly 98% felt the Health Coach was knowledgeable.

The final question for this group of questions related to the Health Coach sought an indication of the quality of the information provided by the Health Coach over the phone. Of the 94% contacted by a Health Coach, almost 98% were satisfied with the information provided by the Health Coach.

Recommendation for Question 2 series:

Identify Health Coach opportunities for improvement with information that is disseminated to participants and determine which programs dissatisfied participants were enrolled.

Question 3 and two follow-up questions addressed the Health Buddy device that is part of the Healthy Together program. The lead question inquired if there was receipt of the device. Of the 379 responses, slightly more than 30% of those surveyed received a Health Buddy device. Of this group, 94% were either satisfied or very satisfied with the ease in using the Health Buddy. Eight (8) dissatisfied respondents found the device as not easy to use.

The last question for this group assessed the satisfaction with the Health Buddy device as a help with the participant's condition. Of the 30% who received the device, 93% were very satisfied or satisfied.

Recommendation for Question 3 series:

Assess the Health Buddy user-friendly abilities to ensure that participants are able to derive the designed benefits of the device. [Health Buddy was only used for diabetics. No children in the diabetes program.]

Question 4 is a two-part question. The first question is related to the overall quality satisfaction of the Healthy Together program for the past year and the second part of the question addresses the experience in the program. The results of these two questions indicate a 95% satisfaction rate with both the quality of the Healthy Together Disease Management Program and experience level in the program.

Recommendation for Question 4 series:

Although the overall satisfaction level for both quality and experience is very favorable with a 95% level, an opportunity exists to identify the 5% dissatisfaction with the Program.

**Key**

Client 1: OGB

Client 2: Mellon